

VAMC MEMPHIS REPORT

UTVA Quarterly Meeting

February 13, 2014

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Medical Center Director, VA Medical Center

Hospital Current Budget

1. Significant personnel additions/losses

The following key positions were added:

Medical Center Director
Chief of Pathology and Laboratory
Pathology and Laboratory, Manager
Chief of Radiology
Chief of Human Resources

2. Cost Efficiency Updates

Continued to monitor and support Budget Initiatives, realized moderate savings that were reinvested used to purchase state-of-the-art equipment thereby enhancing patient care.

3. Significant Budget fluctuations

None

Status of Veteran Wait List

1. Primary Care (main facility) – No wait list: Home Bound Primary Care is over capacity at present. Geriatrics has one provider with 65 openings.
2. Primary Care (each Clinic) – No wait list: Raleigh CBOC (VA North), Whitehaven CBOC (VA South), Jackson, Smithville, , Jonesboro, Dyersburg, and Helena. Byhalia and Savannah CBOC (have Veterans waiting to transfer care; however they are all being accommodated at other clinics).
3. PTSD - No wait list
4. Homemaker Program – No delay in providing these services
5. Adult Day Health – No delays
6. Mental Health – No wait list
7. OEF/OIF/OND Clinic– No wait list
8. Women's Clinic - No delays expected

Patient Satisfaction

1. Current Rating Overall Rating Inpatient - 57.2%, Outpatient Provider – 64.1%
2. Current Strengths – With the help of TruthPoint, the Customer Service Committee (CSC) is able to identify problem areas earlier, provide feedback to the management and develop initiatives or action plans to improve satisfaction
3. Current Weaknesses –Inpatient: Responsiveness of staff and Quietness of the hospital environment; Outpatient: Communication, Medication Decisions and Access.
4. Process to reach/ maintain goals: Through TruthPoint, the CSC was able to determine that medical safety alarms contributed to complaints of Responsiveness of staff and quietness in the hospital environment. Customer Service (CS) and the TruthPoint consultant are meeting with the nurse managers on a monthly basis to share best practices and address these concerns. In the outpatient arena, a review of the data for November showed a decrease in Self-management support. The CS committee will be encouraging all PACT teams to use the healthy living handouts that have information that relate to this performance measure. In addition patients will be informed of when not to take certain medications as this affected the overall score of medication decisions.

Continuing Facility Improvements

1. Current Construction Updates

| Project Number | Project Title | Status |
|----------------|--|--|
| 314-313 | Expand and Modernize Operating Rooms | Construction |
| 614-09-109 | Replace Building 7 Chiller, Tower, and Pumps | Construction Nearing Substantial Completion |
| 614-10-110 | Replace Building 7 Air Handlers | Construction Substantially Complete |
| 614-10-122 | Renovate Bldg 1 2 nd Floor Administration | Construction Nearing |

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|------------|--|---|
| | | Substantial Completion |
| 614-10-123 | Renovate for Biomedical Shop and Servers | Construction Nearing Substantial Completion |
| 614-10-124 | Upgrade AC Controls and Energy Management System | Construction |
| 614-12-102 | Replace Mechanical Equipment and Motors | Construction Substantially Complete |
| 614-13-101 | Replace Facility Roofs | Construction |
| 614-13-117 | Replace Spinal Cord Injury Emergency Generator | Construction Started |

2. Upcoming Construction Plans

| Project Number | Project Title | Status |
|----------------|--|---|
| 314-318 | Bldg 1A Entrance Expand & Structural Improvements | Construction Solicitation Late FY 2014 |
| 614-06-103 | Mitigate Security Risks | Construction Solicitation |
| 614-09-110 | Improve Interior and Exterior Signage and Wayfinding | In-House Design, Construction Solicitation Late FY 2014 |
| 614-10-102 | Expand Emergency Department | Construction Solicitation |

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| 614-10-115 | Renovate Ground Floor Research | Construction Solicitation |
| 614-11-101 | Upgrade Fire Sprinkler Protection | Construction Solicitation |
| 614-12-101 | Upgrade Electrical Distribution Phase 4 | AE Design, Construction Solicitation Late FY 2014 |
| 614-13-118 | Refinish Corridors in Building 1 | In-House Design, Construction Solicitation Late FY 2014 |
| 614-13-119 | Replace Lab Chiller and Surgery Cooling Tower | Construction Solicitation |
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Medical Facility Clinic Updates

1. Emergency Department: A Non-Recurring Maintenance (NRM) project to expand the Emergency Department was recently awarded a contract for construction. The project will renovate that department, doubling its size. This project will aid hospital flow and reduction in length of stay in the Emergency Department. Construction will start the spring of 2014; completion is expected in late 2015.
2. Surgical Suite: A minor construction project to expand and modernize the operating rooms is currently underway and is in the second of six phases. The construction will continue through 2015. The project will provide a total of 10 operating rooms on the 3rd floor of Building 1 (Administration Building) to include Cardiac, General Surgery, ENT, Neurosurgery, Orthopedic, Eye, Cystoscopy, and Endovascular Suites. This is an addition of 3 complete rooms.

Community Based Outpatient Clinic

1. None

Upcoming/Current Activities or Events

1. Quarterly current events

November 1, 2013 the PAO at Memphis VAMC arranged for a reporter with *Memphis Business Quarterly* (MBQ) magazine to conduct an interview with the Medical Center Director/CEO to highlight the medical center and her new role in a health-related article.

November 7, 2013 the PAO at Memphis VAMC made photo arrangements for the Director/CEO of the medical center to be on the cover of a special edition of *Memphis Medical News' InCharge 2014 Magazine*. The cover story featured a list of key decision-makers, leaders, and influencers in the Mid-South healthcare industry. The story was published in the magazine's December issue.

November 9, 2013 the Memphis VAMC hosted the 7th annual Operations Iraqi Freedom, Enduring Freedom, and New-Dawn Freedom (OIF/OEF/OND) Welcome Home/Job Fair Event held at the Naval Support Activity (NSA) Mid-South Pat Thompson Center in Millington, TN. More than 1,000 people attended this year's event. Numerous work stations which included enrollment, benefits/claims process, My Healthe Vet, PTSD resources, women's center, 50 employers, 9 colleges/universities, and numerous sponsors were available. Twenty-four Veteran Affairs programs and clinics were set-up to assist Veterans with transition issues, employment, education, GI Bill, and health benefits. Musical entertainment, lunch and other activities were provided.

November 11, local NBC affiliate Channel 5 news was at the Memphis VAMC on Veterans Day to film activities and conduct interviews with the medical center Director/CEO and Veterans. The segment aired on the noon, 5 and 6 p.m. newscast.

November 11, 2013 Veterans, and their family members lined up at the front entrance of the Memphis VAMC for the formal escort by the Shelby County Sheriff's Department motorcycle team to the Veterans Day Parade in downtown Memphis.

December 17, 2013 Memphis VAMC was featured in *The Commercial Appeal* newspaper. The article was titled, *Grant to explore care for caregivers*. The National Institute on Aging, part of the National Institutes of Health, awarded the three-year, approximately \$600,000 grant to Linda Nichols, Co-Director,

Caregiver Center at Memphis VAMC, to explore whether health care costs could be reduced by helping caregivers of patients with Alzheimer's disease.

January 28, 2014 the PAO at the Memphis VAMC arranged for an interview by *The Commercial Appeal* newspaper with the Supervisor of the Mental Health Trauma Recovery Center concerning the six week intensive inpatient protocol for PTSD.

February 6, 2014 in honor of National Heart month and Go Red for Women, the Women's Center at the Memphis VAMC hosted a Healthy Heart program and Red Dress Fashion Show. Guest speakers were Judith Soberman, M.D., and Women Heart Champion, Constance Adcock. ABC News affiliate WATN channel 24 and CBS affiliate WREG news channel 3 were on site to film the event. Segments aired on the evening and early morning newscast.

February 8-14, 2014 a week of activities were celebrated at the Memphis VAMC in recognition of National Salute to Veteran Patients. The activities, sponsored by Voluntary Service, included: a Female Veterans Baby Shower, visit by Northside High JROTC, National Salute Martial Arts Exhibit, Biggersville High School Band performance, and Valentines for Veterans. FOX affiliate WHBQ channel 13 was on site to cover many of the events which aired on the 6pm news on the day of the event.

February 10, the 22nd Annual Local Creative Art Festival was held at the Memphis VAMC. The Festival, hosted by Recreation Therapy, is a two-part compilation that includes Performing Art (a judged event where Veterans compete in categories of music, creative writing and drama) and Visual Art (a judged event where votes are cast for the best artwork of Veterans to advance them to the national level of competition). The Creative Art Festival is one of the events of the National Adaptive Sports and Special Events Program. FOX 13 news was on site to cover these events.

2. Congressional Activities:

November 11, the Medical Center Director/CEO at Memphis VAMC was invited and attended Congressman Steve Cohen's (D-TN-District 9) annual Veterans Day Luncheon. She was one of 3 guest speakers on the agenda.

November 2013 - The Annual Tri-State Veterans Service Officers (VSO) Conference was held at the medical center. More than 70 Veteran Service Officers, other Veteran representatives and staff members from the local offices of Senators Roger Wicker (R-MS), Lamar Alexander (R-TN) and Congressman Steve Cohen (D-TN-District 9) attended the event.